

Netherlands-Arnhem: Call centre  
OJ S 139/2023 21/07/2023  
Contract notice – utilities  
Services

**Legal Basis:**

Directive 2014/25/EU

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**Section I: Contracting entity**

**I.1. Name and addresses**

Official name: TenneT TSO B.V.

National registration number: 09155985

Postal address: Utrechtseweg 310

Town: Arnhem

NUTS code: NL Nederland

Postal code: 6812 AR

Country: Netherlands

Contact person: Martijn Witsel

E-mail: [martijn.witsel@tennet.eu](mailto:martijn.witsel@tennet.eu)

Telephone: +31 0618540068

**Internet address(es):**

Main address: <http://www.tennet.eu>

Address of the buyer profile: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=217974>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://platform.negometrix.com/PublishedTenders.aspx?tenderid=217974>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

**I.6. Main activity**

Electricity

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Outsourcing service center TenneT

Reference number: EU-434

**II.1.2. Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

TenneT wenst een callcenter te contracteren die voor TenneT inbound e-mails en telefoongesprekken uit handen neemt door deze te inhoudelijk beantwoorden (in het Engels of in het Nederlands) of door te verwijzen naar de juiste personen binnen de TenneT organisatie. TenneT verwacht in de nieuwe situatie een partnership waarin een proactieve houding om de inbound e-mails, telefoongesprekken en doorverwijzingen terug te dringen.

#### **II.1.5. Estimated total value**

#### **II.1.6. Information about lots**

This contract is divided into lots: no

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

64200000 Telecommunications services, 64211100 Local telephone services, 64220000 Telecommunication services except telephone and data transmission services, 71316000 Telecommunication consultancy services, 72253000 Helpdesk and support services, 72253100 Helpdesk services, 79510000 Telephone-answering services

#### **II.2.3. Place of performance**

NUTS code: NL Nederland

#### **II.2.4. Description of the procurement**

Deze aanbesteding is toegankelijk op maandagmiddag 17 juli 2023. Kandidaten zich moeten aanmelden. Er volgt een selectiefase met kerncompetenties en selectiecriteria tot 21 augustus 2023. Daarna start de eerste offertefase voor zeven(7) inschrijvers tot 1 november 2023 met gunningscriteria. In december 2023 wordt het contract gegund. In elke fase bestaat de mogelijkheid om vragen te stellen.

#### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

#### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

De initiële contractduur, exclusief implementatieperiode aan het begin van het contract, is drie (3) jaar met de optie om het contract vijf (5) periodes van één (1) jaar te verlengen.

#### **II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 7

#### **II.2.10. Information about variants**

Variants will be accepted: no

#### **II.2.11. Information about options**

Options: no

#### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

## II.2.14. Additional information

### Section III: Legal, economic, financial and technical information

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#### III.1. Conditions for participation

##### III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

##### III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

#### III.2. Conditions related to the contract

##### III.2.1. Information about a particular profession

Execution of the service is reserved to a particular profession Reference to the relevant law, regulation or administrative provision:

Het leveren van call center activiteiten

### Section IV: Procedure

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#### IV.1. Description

##### IV.1.1. Type of procedure

Restricted procedure

##### IV.1.3. Information about a framework agreement or a dynamic purchasing system

##### IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

#### IV.2. Administrative information

##### IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 21/08/2023 Local time: 15:00

##### IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

Date: 21/09/2023

##### IV.2.4. Languages in which tenders or requests to participate may be submitted

Dutch

### Section VI: Complementary information

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#### VI.1. Information about recurrence

This is a recurrent procurement: no

#### VI.2. Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

#### VI.3. Additional information

#### VI.4. Procedures for review

**VI.4.1. Review body**

Official name: Voorzieningenrechter van de rechtbank Arnhem

Town: Arnhem

Country: Netherlands

Internet address: <https://www.rechtspraak.nl/Organisatie-en-contact/Organisatie/Rechtbanken/Rechtbank-Gelderland>

**VI.5. Date of dispatch of this notice**

17/07/2023